

Exhibit 17
Representative Task Orders
August 2012

RTO STATEMENT OF WORK

Human Resource Administration

August 2012

Scope

Human resource administration crosses over two offices within OHCM: the Talent Acquisition Office (TAO), and the Performance and Worklife Dynamics Office (PWDO). The TAO serves as the frontline provider of human capital talent, a critical gateway to the achievement of mission success. The TAO provides strategy and services in a broad range of areas including: staffing and placement, classification, compensation, and position management, travel, Permanent Change of Station (PCS) travel and personnel action processing. Through ongoing relationships with supervisors and employees, the office provides first-responder information related to recruitment and development. The TAO develops expertise in customer mission areas and requirements in order to offer timely, forward thinking consultation on how to attract, acquire and retain the leading edge talent required within customer organizations. Balancing a Center-wide landscape of workforce planning, with an individual directorate customer service focus, this office uses a rich template of government-wide and NASA-wide flexibilities, programs, and tools to offer tailored recruitment and placement services today, for a dynamic and skilled workforce of tomorrow.

The PWDO provides a broad range of services and expert advice, counseling and solutions to employees, supervisors, and managers in the areas of managing performance, performance accountability, employee relations, labor relations, awards and recognition, benefits, workplace flexibilities, and other elements that create a culture which promotes and fosters high performance and a rich quality of work-life

TAO REQUIREMENTS

Official Personnel Records

- The contractor shall provide employee records and documents, such as college transcripts and insurance forms, to NASA Shared Services Center (NSSC) to maintain Personnel Records for the Goddard Space Flight Center (GSFC) in accordance with the Guide to Personnel Recordkeeping that includes electronic Official Personnel Folder (eOPF), Employee Performance Folder (EPF), and Employee Medical Folders (EMF). Documents are provided via fax, mail, or electronic uploading. Approximately 1,500 records per year are handled per year. Knowledge of federal personnel processing and experience in using systems such as the Federal Personnel Processing System (FPPS) and eOPF system is necessary to perform this effort.
- The contractor shall prepare files for transfer to the Federal Records Center and/or the NSSC or other federal Agencies. Approximately 200 to 400 physical files per year are prepared.

- The contractor shall request files from Federal Records Center to be used by various GSFC officials. Knowledge of the federal retention regulations is required to perform this effort. Approximately 100 records per year are processed.
- When requested and determined appropriate by a government official, the contractor shall provide electronic access to and support OPM Investigators / Investigators from other agencies (e.g. FBI, DOD, and Inspector General), EEO Representatives, and Inspectors General with viewing. Approximately 30-50 requests are processed per year. Knowledge of the personnel security regulations is required to perform this effort.

Permanent Change Of Station (PCS) Travel Orders

- The contractor shall work with the Human Resources (HR) Specialist to provide the information necessary for the NSSC to complete the employee's relocation travel order.
- The contractor shall prepare relocation travel estimates for GSFC officials, and respond to inquiries from the employees. The contractor may counsel and advise the new employees regarding relocation information.
- The contractor shall prepare travel request for GSFC approval in accordance with Agency policy and Federal Travel Regulations.
- Approximately 30 PCS cases are processed per year.
- The contractor must be knowledgeable of federal and NASA-specific PCS regulations and the unique hiring appointments to perform this effort.

Human Resources

- The contractor shall provide professional services to the HR Specialists in the areas of staffing, classification, and personnel action processing.
- The contractor shall provide day to day classification services for the GSFC civil service workforce in grades GS-1 to 15. Classification services include providing advice, negotiating timeframes for completion and updates. The work requires knowledge of U.S. Office of Personnel Management and NASA classification standards and policies.
- Classification services include conducting supervisor and employee desk audits. Approximately 5 desk audits are conducted per month.
- The contractor shall conduct reviews of automated employee and position data prior to processing personnel actions to ensure compliance with Federal and agency human resources regulations and policy guidelines. The work requires knowledge of Federal HR terminology, requirements, procedures, operations, functions and regulatory policy, and procedural requirements applicable to HR transactions.

- The contractor shall manage and maintain the quality control of employee position descriptions and ensures that employee and position data are accurately reflected in the appropriate HR systems.
- The contractor shall ensure that position descriptions are coded to identify drug testing positions and positions that require the completion of ethics forms. Knowledge of drug testing and ethics requirements for positions is critical to the performance of this effort.
- The contractor shall provide routine guidance to applicants involving recruitment and research applicable guidelines to determine the best course of action for a particular staffing situation.
- The contractor shall ensure that all vacancy announcements meet the OHCM procedural requirements. Once verified, the information shall be distributed electronically via the "GSFC Vacancy Announcement Blaster". The work shall be performed using HR automated systems, such as NASA Stars (Resumix), FPPS, Workforce Transformation Tracking System (WTTS) and the Electronic Position Description System (ePDS).
- The contractor shall provide data and prepare forms and letters to be sent to the NSSC once authorized by a NASA official.
- Approximately 750 personnel actions are processed per year.

PWDO REQUIREMENTS

Awards

The contractor shall administer the GSFC Awards program including, but not limited to, preparing civil service employee awards, including cash and time off awards for annual performance, superior accomplishments, honorary awards, and other special awards for processing in the NASA Automated Awards System (NAAS). The contractor shall perform a variety of duties in the support of Awards services to GSFC employees such as participating in initiating the awards call, preparing the nominations for review and approval, processing of awards and preparation of certificates, providing support during the awards ceremonies and closing out post ceremony actions. The Contractor shall:

- Process and distribute a variety of GSFC awards including approximately 500 Length of Service (LOS) certificates, pins, and mementos to directorates and administrative offices upon receipt from the NSSC in the most efficient manner as prescribed by existing policies.
- Provide professional services to the office in developing options for coordinating critical review meetings and scheduling meetings with the Standing Awards Committee (SAC) and Senior Level Review Team (SLRT). This coordination includes understanding the detailed nature of interacting with the most senior GSFC officials.

- Establish an awards schedule that encompasses all parameters and key decision points for processing, planning and reviewing awards data to determine due dates for scores while maintaining a record of past, present, and future analyses of all scores in preparation for meetings.
- Perform a variety of logistical support services such as events planning to include scheduling, preparation of materials, preparation of announcements, frontline customer service, greeting and providing information to customers, receiving and processing forms, and reservation of space in the support of appropriate ceremonies (including two major Center-wide events) seating arrangements of honorees, speakers, and other guests in support of the awards ceremonies.
- Allocations and assignment of awards/employee recognition include managing approximately 800 to 1000 awards annually and supporting two major awards ceremonies and five small awards ceremony events.

Worker's Compensation Services

The contractor shall provide expertise, consultation, and services in the area of Worker's Compensation. Approximately 10-20 new Workers' Compensation cases are initiated per year at GSFC with approximately 5 active cases at a time. This work involves coordinating the completion of forms with the GSFC Health Unit and providing support to employees with completing forms required by the Department of Labor (DOL) as well as filing and maintaining records.

The contractor shall perform work in accordance with the revised and most current editions of applicable laws and regulations. The contractor performs professional services in support of the Workers Compensation program. Work involves internal and external contacts, difficult non-routine tasks and access to confidential information. Judgment and initiative shall be exercised frequently while answering verbal and written communications.

The contractor shall be fully versed in the DOL Federal Employees Compensation training, rules and regulations.

During slow periods, the OWCP person shall assist with performing work related to employee awards and recognition.

Deliverables or Delivery Schedule

- Monthly progress report outlining the accomplishments and status of all actions associated with the task within five days after the end of the month to the COR.
- Quarterly continuation of pay reports shall be delivered to the agency workers compensation office in accordance with their requested schedule.

Government-Furnished Equipment and Government-Furnished Information

The Government shall supply an office, furniture, computer, and other equipment.

Place of Performance

Work is to be performed at the Goddard Space Flight Center in Greenbelt, Maryland. The contractor shall provide onsite HR professional services to manage customer requirements Monday through Friday from the hours of 8:00 am – 4:30 pm.

Period of Performance

The period of performance is one year from contract award.

RTO STATEMENT OF WORK

OHCM Overall Services
August 2012

Scope

The Office of Human Capital Management (OHCM) requires overall human capital management services. These services include organizational leadership and coaching, statistical analysis, and facilitation. The services required in the Statement of Work span across two of OHCM's offices: The Organizational Leadership and Culture Office (OLCO), and the Organizational Capability Office (OCO). In addition, any of the services described above may be coordinated by OLCO and OCO for our OHCM partners. These partners consist of the Diversity and Inclusion Office, Goddard Space Flight Center (GSFC) directorate offices and teams, and Center employee advisory committees.

The OLCO provides collaborative consulting and coaching that develops the capacity of GSFC leaders to lead people, lead change, and build high-performing teams and organizations by enhancing the way people work together. The OLCO requires onsite professional support to provide strategic organizational development (OD) and organizational effectiveness (OE) services to guide the OHCM, GSFC organizations, Directorates, Divisions, Offices, and teams through cultural and organizational change efforts. The contractor shall provide support and guidance to GSFC organizations/directorate/division/ offices/teams etc., with data collection and analysis from customer focus groups, surveys, feedback, re-engineering and planning activities for improving services, and other Center initiatives. In addition, the OLCO requires onsite professional support in the areas of coaching, organization development, and leadership development initiatives. The type of onsite professional support required is common across all three areas and include the development and maintenance of databases and/or systems that can be utilized to track activities associated with coaching, organization development, and leadership development which include, but is not limited to, participant attendance, applications/nomination forms, evaluations, etc.

The OCO strives to increase its capacity to be anticipatory and solutions-oriented for GSFC customers and to speak as human capital subject matter experts for GSFC Management. OCO requires a human capital statistician to provide onsite support in statistical concepts and tools Statistical Package for the Social Sciences (SPSS) and Statistical Analysis Sampling (SAS) that will perform assigned work.

Requirements:

ORGANIZATIONAL LEADERSHIP AND COACHING REQUIREMENTS

Organization Development/Organization Effectiveness

The Contractor support the OLCO Organization Development Consulting Team by providing the professional services to include, but not limited to the areas listed below. The contractor shall:

- Consult with GSFC organizations, teams, and team leaders for the purpose of performing quality improvements. [see the assumptions list] The contractor shall facilitate the establishment of new process action teams to include developing, documenting and presenting metrics that identify the “before state” and the “revised state” after OE work/OD consulting. [refer to the procurement library for the OD evaluations utilized by the OLCO]
- Partner with the OLCO organization effectiveness function to conduct strategic business meetings, plan retreats, team building processes and workshops, culture survey activities, and other ongoing organization effectiveness activities as scheduled and assigned. [see the assumptions list]
- Participate in or lead activities and initiatives at the organization and directorate level (e.g., strategic planning, OHCM transformation efforts). Approximately 2-4 activities and initiatives annually.
- Partner with OHCM’s OD/OE subject matter experts in developing new approaches to market organizational effectiveness services to GSFC customers. Approximately 2-3 half-day (4 hour) meetings per year conducted to develop new approaches.
- Effectively coordinate and obtain approval from designated Leadership and Organizational Effectiveness officials (OLCO Team Lead and/or Office Chief) for incoming requests for organizational effectiveness services and attend organizational effectiveness team/group meetings.
- The contractor shall ensure confidentiality of clients is maintained. An estimated number of client engagements during the year are approximately 12-15.
- Provide Executive Transition services as requested. The term Executive Transition in this case refers to the on-boarding of new or re-assigned Senior Executive Service (SES) employees to the Goddard Space Flight Center (GSFC). Expect approximately 4-5 new or re-assigned SES in a year.

Leadership and Management Development Program Services and Facilitation

- The contractor shall identify and notify the Government of training and development programs to advance leadership learning and diversity awareness and competencies, as requested. Approximate number of requests is 2-4 per year.
- The contractor shall provide consulting services [see the assumptions list] to promote the development and advancement of GSFC leaders (approximately 10-12) and to advance GSFC’s Diversity Strategic Plan.

- The contractor shall serve as a leadership/management development facilitator, as requested. Approximately 2-4 times per year.
- The contractor shall use leadership assessments (i.e. Myers Briggs, DiSC, etc.) for work groups (approximately 8-10) and individuals (approximately 30-60) per year.

Coaching Services

The contractor shall work in conjunction with the GSFC Coaching Program Manager as requested in the areas listed below. The contractor shall:

- Provide professional services to process and track end to end 200 to 300 customer requests for the coaching program services such as but not limited to the administration of the coaching application process at GSFC and the agency.
- Compile and track program actions and deliverables as well as support the development and maintenance of program processes and materials such as, but not limited to, data collection, results/effectiveness measurement, program policy guidelines (Coaching in Business), forms development, etc.
- Manage the delivery, collection, compilation, and analysis of data for strategic planning marketing, enhancement, and measurement of the GSFC coaching program from a variety of internal and external sources on a monthly, quarterly, and annual basis.
- Develop, maintain and submit 5 to 10 distinct data charts, database sheets, and biweekly, monthly, quarterly, and annual coaching reports to the coaching program manager.
- Manage program communications and virtual working arrangements, regular face-to-face monthly program meetings and workshops with facilities, scheduling, coordination, materials development, meeting minutes, actions, and information as needed to carry out the specific agendas.
- Maintain annual event calendars and other planning tools as needed.
- Develop and maintain a current and up-to-date configuration of program development instructional materials, information, books, articles, supplies, and equipment as well as provide 90 day advanced notice of need to reorder.
- Routinely, provide classroom and website management to support development instances including SATERN interface. This includes providing training to coaches on the automated Coaching Program System, conducting workshops on the use of the Heart Math instrument, as well as other state of the art practices in breathing, meditation, centering, grounding, developing leadership presence, etc.
- Develop and maintain website content that is current, accurate, and meaningful to the client base as well as the coaches' virtual office.

- Support Webcasting and WebEx activities by ensuring access information is accurate and ensuring that participants can log into the system and view charts. In addition, the contractor may be called upon to present information pertinent to topics covered in the WebEx.
- Support the Call for Coaches, as appropriate, the application and review process for new coach development and the preparation of materials for GSFC review committees as well as other high level committee reviews as appropriate.
- Provide technically competent professional services to maintain current database information and in preparing communications and reports in software such as the automated Coaching Program System, Power Point, Excel, Word, Access, Share Point, and other software necessary for collecting, tracking, and reporting.

Procurement and Logistics Support for Organization Development, Leadership and Coaching Activities/Programs

- The contractor shall be responsible for collecting and compiling the purchasing requirements for all GSFC leadership, coaching, and organization development activities. [see the assumptions list] The contractor shall be responsible for scheduling the training locations, room setup, ensuring the appropriate equipment is available, and materials for the coaching program activity is ready and distributed.
- The contractor shall determine and provide all logistical/support requirements for leadership, coaching and organization development activities. [see the assumptions list] This support also includes tracking and coordinating all books and materials.
- The contractor shall maintain quarterly data charts and reports for the Coaching, Leadership, and OD Programs.

Leadership Development

The contractor shall support Leadership Development and Excellence in Management (LDEM) and Leadership and Management Development (LMD) application reviews, coordinate with Center Administrative Officers (AOs), prepare for Center review committees [i.e. Executive Development Advisory Panel (EDAP)], and coordinate with students, Agency, and vendors as part of the administration of these programs. [see the assumptions list]

HUMAN CAPITAL STATISTICIAN REQUIREMENTS

Requirements

The contractor shall:

- Work with the OHCM's senior management officials, team leads, and key customers to develop and maintain statistical models to determine and support the effectiveness and fairness of OHCM and Equal Opportunity (EO) programs. Assume the contractor works with six management officials, five team leads, and five key customers. Approximately six statistical models will be developed and maintained.
- The contractor shall provide statistical analysis and review of OHCM and EO programs as defined by the Chief of the Organizational Capability Office. Assume approximately 20 analyses to be conducted annually to determine the effectiveness and fairness of OHCM, EO, and Diversity and Inclusion (D&I) Office programs. Analyses may include but are not limited to; Performance Management System, promotions, Employee Viewpoint Survey (EVS) results, and awards, training, and leadership programs.
- The contractor shall present summary briefings to key stakeholders and OHCM staff. Assume minimum of 1 hour briefing each month to provide status of projects and report on results of statistical analyses. Summary briefings consist of findings, conclusions, explanations of statistical approaches/techniques, and status of project deliverables.
- The contractor shall provide solid written and verbal communications of the data intricacies and conclusions to clients, stakeholders and OHCM staff. Assume approximately ten written technical reports and twelve one hour briefings (included above) annually. Communications provide detailed explanations of complex statistical techniques along with findings, conclusions and recommendations, in easy to understand and actionable language. The contractor's level of knowledge and educational requirements include knowledge of federal government Human Resources (HR) practices, application of statistical techniques to HR programs, and a minimum of a four year degree with a PhD education level preferred.

Deliverables (ALL Work Assignments)

The contractor shall provide a monthly progress report outlining the accomplishments and status of all actions associated with the task within five days after the end of the month to the Contracting Officer's Representative (COR).

Deliverables or Delivery Schedule (Statistician)

- Project requirements and ad-hoc analysis as result of the Non-Competitive Promotion Process (NCP) project, Performance Management and Awards Team, and other areas/initiatives as identified – ongoing AITP.

- Analysis and presentation of findings for on-going Employee Viewpoint Survey (EVS) Activities. As Identified in the Task Plan (AITP).
- Technical report or analyses as defined and requested by the Government.

Government-Furnished Equipment and Government-Furnished Information

- The Government shall furnish an Office, computer, and associated office equipment.

Place of Performance

The place of performance shall be the Goddard Space Flight Center in Greenbelt, Maryland.

Period of Performance

The period of performance is one year from contract award.

RTO STATEMENT OF WORK

Training and Career Development
August 2012

Background/Scope

The Office of Human Capital Management (OHCM) Talent Cultivation Office (TCO) requires onsite professional human capital services in the areas of external training requests (training request provided outside of agency, i.e., schools, universities, other outside training sources), the Goddard Space Flight Center (GSFC) Learning Complex (including training classrooms, the self paced learning facility, the computer classrooms, and in the area of career coaching and professional development services).

The OHCM TCO utilizes multiple development methodologies, including classroom training, online learning, facilitation of experiential learning, and mentoring to develop and implement an array of programs, products and services that provide personal and professional development. This office requires onsite professional support in the areas of training administration and for internal and external training program offerings, program management, learning management system, and social media/collaboration tools.

GSFC LEARNING COMPLEX REQUIREMENTS

Training Administration for External Training Request

The contractor shall provide the following services in support of the TCO external training program:

- Process at least 90% of all off-site training requests (regardless of dollar amount) in SATERN within 5 business days including ensuring that forms are accurately completed, and approval is obtained from TCO. 90% of responses to customer issues (incomplete SF-182s that are missing registration data including justifications and objectives, registration website, and funding source) and completed within 24-hours or agreed upon timeframe. Approximately, 1000 external training requests received per year with currently 50% submitted with areas that require follow up. Input training metrics into the established spreadsheet within 24-hours of process completion. Ensure that training requests are reviewed two business days prior to the TCO review and approval.
- Review, process, track, verify student program academic education funding allocation, course approvals, and maintain course registrations for Directorate funded academic education and student programs, as well as obtain necessary approvals through TCO. Ensure that training requests are reviewed two business days prior to the TCO review and approval. TCO receives approximately 400 - 600 academic education requests per year. Maintain and update academic education database. Retain academic education records in accordance to the

retention schedule according to NASA-GSFC training guidelines referenced in the Procurement Library.

- Provide monthly status report, including trend analysis by Directorate on the number of training requests, course titles, and issues with SF-182s to TCO.
- Follow-up with course participants who have not completed the NASA Shared Services Center (NSSC) course completion verifications within three-five days of notification of non-receipt. A quarterly report of incomplete verifications is to be submitted to TCO the last week of each month.

Goddard Learning Complex (GLC)

The contractor is responsible for the operation and support of the Goddard Learning Complex; which includes training classrooms, self-paced learning area and computer classrooms, and Career Coaching and professional development services. The contractor shall:

- Ensure that the GLC is open from 7:00 a.m. – 5:30 p.m., Monday through Friday, which includes answering the main GLC phone line in person at all times and ensuring that the computer labs and self paced learning area is open from 8:30 a.m. to 4:00 p.m. Monday through Friday. The estimated number of phone calls is 40-50 each day.
- Manage classroom reservations, room set up, and provide user support such as equipment. The approximate number of room reservations received is 100 monthly. The approximate number of classroom/days setups per month is 15 – 25.
- Ensure that the career coaching and professional development services are available from 8:30 a.m. – 3:30 p.m., Monday through Friday. Provide telephone coverage when the Career Coaches are out of the office conducting workshops and/or other activities. Career coaching and professional development receive approximately 100-150 calls per month and deliver approximately one- two professional development workshop offerings each month.
- Provide support for web-casting, teleconferencing including equipment set-up, user training and call in procedures. Approximately, 600 room reservations need equipment setup with only 15-25 needing web-casting and teleconferencing support. Maintain the appearances of the GLC by keeping the seven training classrooms (including computer classrooms) neat and properly set up with respect to room arrangement and training aids and materials. Ensure that office spaces are free of clutter. The storage room and spaces shall be organized and free of safety hazards, which should be cleaned on a quarterly basis or as needed. Ensure that the training classrooms are locked and secured when not in use; and ensure the security of all government-owned equipment, including computers and audio-visual equipment. Take necessary steps for the removal of unnecessary equipment and furniture in training rooms, and identify GLC maintenance needs and execute or propose solutions to TCO.

- Research and identify facility equipment and supply needs, prepare ordering documentation, and submit recommendations to TCO on a quarterly basis. Remind course program participants in the lobby area to keep their voices down during class time and exercise quiet, professional behavior in office space.
- Update the status of training courses on the Goddard Learning Complex Hot Line during planned and unplanned continuing operations planning situations as directed, which occurs during weather and non-related occurrences.
- Provide monthly metrics for the Professional Development Center to include trend analysis of data to TCO. There are approximately one-two professional development workshops offered monthly and approximately 20 coaching appointments per month.
- Manage the e-learning program to include, but not limited to, the self-paced learning resources, web-based, and satellite-based training programs. The contractor team shall ensure that self-paced learning resources and e-learning materials, equipment and tools are maintained, updated and utilized as alternate options for learning. A monthly report of utilization and updates include including trend analysis of data to TCO.
- Provide IT support for the two computer classrooms (30 computers) and 12 additional computers (11 PCs and one Mac) in the self-paced learning area to include, but not limited to, installing software; maintaining state of the art equipment; setting up classrooms; and providing IT maintenance services for approximately 120 course offerings annually in real-time to ensure that computer classes run efficiently and effectively.
- Update GLC Standard Operating Procedures as needed and review annually to ensure accuracy of information and continuity of services at all times.

Professional Development Center/Career Coaching Services

The contractor shall provide the following services in support of the Professional Development Center and Career Coaching program:

- Provide one-on-one Career Coaching, normally three to five sessions per client, for any interested GSFC civil servant employee or manager, to include, but not limited to: skill assessment, development planning, dealing with career related issues/concerns, preparing for performance appraisal and development discussions, etc. other GSFC installations (Wallops Island, Virginia and Fairmont, West Virginia) and provide consultation, as needed, to employees and managers located at these facilities via telephone. There are approximately 20 coaching sessions/appointments per month.
- The Career Coaches will provide an annual plan that is aligned with OHCM's vision, and based on an a customer needs assessment that includes, but is not limited to, advising the TCO on ways to ensure that the Center's Career Development activities are integrated and delivered in a systematic manner.
- Prepare a comprehensive quarterly plan to communicate and market the Career Coaching and professional development services to the workforce. This plan shall

be submitted to the TCO for approval prior to implementation. Marketing activities shall include publicizing by participating in special events, developing notices (including monthly calendar for distribution) visiting and briefing managers and employees on Center services, and requesting input on which materials are important to them.

- Maintain an adequate inventory of web based and/or paper career skill assessments tools (i.e., Strong Interest Inventory, Myers Briggs Type Indicator, and DISC), and notify TCO when supplies need to be replenished. The Professional Development Center usually receives approximately 50 requests annually.
- Provide Career Development Informational briefings for approximately ten Advisory Committees and approximately 14 Directorate/Offices annually, and/or as requested.
- Design, deliver and maintain electronic versions of approximately 10 core career development training curriculums. Develop marketing communication and publications of offerings to build credibility and further publicize the professional resources available at the Center, generate Center “Highlights”, emphasizing what’s new at the Center, and other promotional initiatives via the Center’s web-site.
- Conduct annual needs assessment to determine ways to enhance/update the curriculum so that offerings are targeted towards the needs of the workforce.
- Provide outreach services as requested at the Quarterly Administrative Officers (AOs)/Training Coordinators Briefings, weekly TCO Tag-up meetings, and minimally two annual new employee orientations. Prior approval is required from the TCO for all outreach initiatives before official commitment.
- Develop and update approximately one – two career development marketing brochures per year or as needed. Review and update the career development website monthly and/or as needed. Craft four to eight marketing advertisements and other correspondence and submit to TCO for approval before printing and dissemination to GSFC employees.
- Maintain a daily appointment log documenting the number of appointments for each day, planned program development work/time, follow-ups and any professional development services success stories (e.g., promotions, interviews, etc.). There are approximately 20 coaching sessions/appointments per month. A copy of the log must accompany monthly report. All information gained from clients is completely confidential and must be maintained in separate folders. Design, review and analyze materials and forms for career coaching/center schedule, intake, record keeping, confidentiality, counseling and evaluation of counseling activities and procedures.
- Develop one monthly report and trend analysis containing statistics on activities conducted, center usage, service delivery, successes, directorate participation,

problems encountered, and other data specified by the TCO. Career Coach will submit monthly reports within 10 days following end of month to the TCO.

- Ensure that career coaching records are safeguarded in accordance with the Privacy Act and NASA system of records.
- Assist TCO in developing Career Mapping/Paths. Specifically, collaborate with TCO in designing questions for SMEs, and developing approximately one to two Directorate Career Mapping Paths annually.
- Provide coaching, advice, support, and feedback to Senior Executive Service (SES) Candidate Development Program applicants who are preparing their resumes for prospective SES job announcements in regards to the Executive Core Qualifications using the Challenge, Context, Action, and Results Model. The Career Coaches see approximately five to ten clients annually.

TRAINING ADMINISTRATION REQUIREMENTS

Training Administration for Internal Training Programs

The contractor shall provide the following services in support of TCO's Internal Training program:

- Assist TCO regarding status of approximately 10 –15 course registrations per month; provide final status of course registrations weekly, beginning 30-days prior to the start of each class so that TCO can make a decision to proceed with training. Final roster is provided to TCO 24 hours prior to start of class.
- Print and circulate the course roster for dissemination at the beginning of each class for approximately 10-15 courses per month. There were approximately 450 internal training offerings annually. Work with the approximately 25 vendors per year to provide them with information needed for access to the Center (directions, badging, information, etc.). Process badge request within 24 hours of notification and escort vendors as necessary if unable to process badge requests within GSFC prescribe timeframe.
- Work with the GLC and/or Conference Room Coordinators across the Center to schedule and handle course logistics (i.e., classroom and equipment set up; receipt and dissemination of course materials). Ensures that classes commence and end properly (i.e., introduce instructors, provide logistical information such as the location of vending machines, emergency POC, TCO Services, etc.); administer, collect, summarize evaluation data and submit to TCO within two-three business days at the close of the survey and/or receipt of a request from TCO. Distribute course completion surveys to participants within 24 business hours of the last day of the course.
- Assist TCO in completing the NSSC *Requests for Internal Training* form within two work days of receipt of request and monitor and ensure progression of request

(through the NSSC procurement process) through completion. Input the training data into the established database within 24 hours of receipt. Approximately 40 Requests for Internal Training Forms are received every month.

- Serve as the *Metrics That Matter* (MTM) Administrator for end of course evaluations. TCO uses approximately two - three MTM evaluations per year.

Human Resource Development

Human Resource Development support shall include:

- Provide consulting and program management services for technical and career development programs (two to three) to include, but not limited to, conducting periodic and regular needs assessment activities, identifying competency development needs; designing training solutions (if required) to address the training and development needs identified. Develop a wide range of training program evaluation methods for 2-3 assigned programmatic areas (i.e., surveys, interviews, focus groups) to assess participant reaction, learning, behavior, evaluation analysis and impact and Return On Investment [ROI].

Program Support

The contractor shall provide the following Program support:

- Provide support to the over 13 technical and career development training program areas including, but not limited to: the Academic Investment for Mission Success, New Employee Orientation, OnBoarding, Professional Intern Program, Mentoring Programs, Career Development Program, Academy Programs/Project Engineering Leadership, Secretarial Training Program, Required and Mandatory Training, EO Programs, Financial and Resources Management, Procurement Training Programs, Agency Human Resources University, Health and Safety program, Business Development Curriculum, IT Training Program, Retirement Training, Science Training Programs, Power and Privilege Series, and Supervisory Training.
- Providing additional support to the academic education program, e.g., verify, process, track, and maintain over 600 records (based on records management issuance and guidance, see Procurement Library) for all Academic Education Course Registrations (i.e. Directorate and Center-funded); and obtaining necessary approvals through the Academic Education Program Manager and/or Training Officer. Maintenance of an accurate, up-to-date database for Academic Programs.
- Work with the NSSC to procure and schedule courses with vendors (approximately 25 different vendors per year). TCO is to be notified of updating of TCO database within 24 hours of notification, course procurement with the NSSC, and uploading course in SATERN within 2 business days once course is procured.

- Verification of receipt of course materials two weeks prior to the course offering.
- Provide services in support of GSFC Programs, advertising of Program activities outside of the OHCM Quarterly Learning Opportunities Announcement (approximately 20 per year) within 48 hours of notification, monitor registrations for Program activities, track attendance, and administer, collect, and summarize end of program, and follow-up evaluations are due within two business days after the close of the survey and/or receipt of a request from TCO. Send course cancellation and logistic changes immediately upon notification from TCO.
- Program support activities include, but are not limited to, administering surveys, scheduling interviews, and/or supporting focus groups with participants and/or supervisors. In addition, at the completion of each internal training event OHCM should receive a course evaluation summary report within two-three business days at the close of the survey and/or receipt of a request from TCO.
- Track approximately 175 program participants, support orientations, processing registrations, and general program support (e.g., maintenance of New Employee Orientation products inventory, creating binders, copying materials, etc.).
- Provide support to the Onboarding Program, including the technical onboarding and 2-day New Employee Orientation for approximately 175 employees to include: backup to the GSFC Onboarding Program; schedule monthly meetings and obtain meeting space and secure equipment; provide support with troubleshooting Onboarding issues; GSFC Onboarding web pages updates as information changes, NSSC Employee Orientation web page updates as information changes; capture and update attendance metrics; provide support with communications to Directorate Onboarding Representatives and Subject Matter Experts (SME) as needed; Conduct bi-weekly follow up interviews to approximately 6 new hires and notify TCO when the Center's Bill of Rights are not being achieved. Assign Onboarding actions for new civil servants and contractors for OHCM.
- Maintain approximately 450 course offerings folders according to records management issuances and directives referenced in the Procurement Library. Audit of all records and take corrective action to ensure that accuracy of data inputted into SATERN on a monthly basis. Develop and communicate the training, marketing, and communications strategy for the two- scheduled "*Welcome to the NASA Goddard Family*" events and the monthly Directorate Onboarding Representatives (DORs) meetings.
- Process 300 – 400 book reimbursements accurately and send to NSSC within 5 business days of receipt.
- Submit approximately 400 – 600 grade reports to TCO on a quarterly basis.
- Submit *course evaluation summaries for the approximately 450 courses* to TCO for internal training within two-three business days after the close of the survey and/or receipt of a request from TCO.
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SATERN (NASA's Learning Management System)

The contractor shall provide the following SATERN support:

- Serve as the Administrator for SATERN (Agency Learning Management System), and attend GSFC and Agency meetings in that capacity.
- Close out 90% courses from SATERN and resolve SATERN registration issues within 2 weeks of course end date.
- Generate approximately 30 SATERN reports per month and provide regular updates regarding system enhancements and training. Create or generate any standard or ad-hoc reports to evaluate data accuracy, track user compliance, analyze errors, respond to data calls, and troubleshoot system problems. Also provide approximately 5-6 desk side assists monthly.
- Generate a monthly statistical analysis data report on a monthly basis on data collection efforts (e.g., Investment Strategy, training evaluations, etc.). Provide an annual GSFC and Directorate metrics report on our training investment expenditures (i.e., number of people taking training, dollars spent, hours spent in training, types of training) in support of our Learning Investment Strategy (formerly known as Needs Assessment).
- Create and/or maintain documentation on approximately 450 course offerings in the training database including a user manual, and data dictionary.
- Develop job aids (three to five per year) for over 175 new users and update approximately 8500 current civil and contract users on a periodic basis on the latest system updates and feature, as needed.
- Evaluate, document, maintain documentation, and make recommendations on the business processes for approximately 25 employees in the TCO, which could affect data entry; implementing any recommendations accepted by TCO management as required.
- Make recommendations on an as needed basis to TCO in regards to system enhancements/improvements which occurs approximately three to five per year.
- Coordinate monthly internal SATERN Working Group Meetings, and participate as requested in quarterly meetings with the GSFC Training Coordinators, and Administrative Officers to share information regarding system updates, enhancements, as well as identify customer's concerns/issues.
- Develop, validate and execute the annual SATERN Communication/Training Plan.
- The SATERN Administrator will maintain a tracking system that identifies the status of customer questions/requests. Also, respond to customer requests; including responding to 15-20 phone calls a day. As well as, developing technical documentation pertaining to system policies, procedures, and processes, which might include providing approximately five-six desk side assists monthly.

- Serve as the backup Regional Administrator for the Agency Learning Management System for GSFC and HQ, which occurs approximately one to three times per year.
- Update SATERN Standard Operating Procedures as needed and review annually to ensure accuracy of information and continuity of services at all times.

Social Media Support

The contractor shall provide the following social media services/activities:

- Provide support in the learning and development arena for usage of social media technology. This includes conducting research on new tools/technology and report findings and recommendations to the TCO on an annual basis. The approach should include a minimum of two to three new social media and collaboration tools or ideas for implementation annually. This support should include, but not be limited to, providing support for social media efforts that extends to all areas of the organization, coupled with creative solutions that will put the organization on the cutting edge of digital communications and social media.
- Collaborate and assist TCO to ensure social media initiatives and vision meet business requirements for all support areas.
- Provide support with the identification, design and delivery of key social media solutions to ensure learning products, programs, and services reflects cutting edge social media applications, tools, and practices.
- Create a comprehensive social media strategy within 60 days of contract award for GSFC, including, but not limited to Facebook, Twitter, LinkedIn, Wikis, YouTube, Podcasts, Social Networks, My Space, Webinars, blogging, Lecture Capture Software, etc.
- Develop comprehensive social media strategy within 60 days of contract award.

Deliverables or Delivery Schedule (Goddard Learning Complex)

- Monthly progress report outlining the accomplishments and status of all actions associated with the task within five days after the end of the month to the Task Monitor.
- Monthly metrics on Goddard Learning Complex usage to TCO by 10th of each month.
- Inputs to the OHCM reporting requirements as determined by TCO schedule. There are weekly and monthly reporting requirements to include weekly two OHCM Weekly report, OHCM Monthly Directorate Status Review, Agency 3-5 Top Initiatives.

(Training and Program Support)

- Provide monthly progress report outlining the accomplishments and status of all actions associated with the task within five days after the end of the month to the Task Monitor.
- Report achieved metric for internal training processing to TCO by 10th of every month.
- Conduct quarterly quality assurance audits on 25% of the 450 internal course offerings and provide feedback to TCO including corrective actions to ensure accuracy of data input into SATERN and the TCO database. Each quarter's quality assurance audit should be a different sampling to reach a 100% of course offerings audited annually.

Government-Furnished Equipment and Government-Furnished Information

Work space and office equipment will be furnished by the government.

Place of Performance

- The place of performance shall be Goddard Space Flight Center, Greenbelt, Maryland. The GSFC Learning Complex consists of three entities: the main E100 suite of classrooms in Building 1, self-paced learning and computer room area, and career coaching and professional development services area. The hours of operation for the main GLC suite of classrooms are 7:00am – 5:00pm, Monday – Friday; and the self-paced learning and computer classroom area hours of operation are from 8:00am - 5:30pm, Monday – Friday, and the Career Coaching and professional development services hours of operation are from 8:30am - 3:30 pm, Monday – Friday. Approximately, twice a year, the Career Coaches may need to go other GSFC installations (Wallops Flight Facility, Wallops Island, Virginia or IV&V, Fairmont, West Virginia) location to conduct professional development workshops. SATERN Administrators may need to travel to other GSFC locations or other Centers to attend SATERN training/testing and Agency meetings. There may be approximately two Agency SATERN training sessions and/or meetings annually.

Period of Performance

The period of performance is one year from contract award.

RTO STATEMENT OF WORK

HQ Training & Career Development Services August 2012

Scope

The contractor shall provide training and career development professional services for NASA Headquarters (HQ). The contractor shall provide management and oversight support for all work associated with this task. These services include, but are not limited to, consultative, design and implementation of training programs, and career counseling. Designing and/or redesigning of programs and products. Participation in general staff as well as high-level meetings is required.

Requirements

Human Resource Development

The contractor shall perform the following duties:

- Redesign/Design, manage and provide consultation on Human Resources Development Programs to include but not limited to, the design and delivery of the following Headquarters Programs: The Mandatory Supervisor Training Program (*Managing Strategically @ HQ*), Emotional Intelligence: Skills Training for Leaders, eMerge Mentoring Program, Organizational Culture Change, and Giving Effective Performance Feedback to Your Staff.
- Consult with HQ management (including GS-14 through Senior Executive Service members), and employees on complex human resources development related matters, to include individual coaching and counseling appointments with all new and newly appointed supervisors to assist in creation of individual and executive development plans.
- Design and implement training evaluation methods (i.e., surveys, interviews, focus groups) to assess learning, behavior, impact, and return on investment (ROI).
- Provide consulting and program management services for technical and career development programs (two to three) to include, but not limited to, conducting periodic and regular needs assessment activities, identifying competency development needs; designing training solutions (if required) to address the training and development needs identified. Develop a wide range of training program evaluation methods for 2-3 assigned programmatic areas (i.e., surveys, interviews, focus groups) to assess participant reaction, learning, behavior, evaluation analysis and impact and Return On Investment [ROI].

- Identify and notify the Government of any new training and development programs to advance leadership learning, as information becomes available.
- Participate in the following EOEB meetings and training activities scheduled for Human Resource Development practitioners: EOEB Staff Meetings (every 3 weeks), Huddle Meetings (bi-weekly), Annual Calendar Planning Meetings (3-5 per year), NASA Training Community Telecons (monthly), HR Community ViTs (monthly), Administrative POC (monthly)/Training POC meetings (quarterly), HRMD All Hands Meetings (monthly), HQ Operations All Hands Meetings (quarterly), HR Advisory Group Meetings (quarterly), and all other meetings as required.
- Serve as a leadership/management development facilitator, as requested, for meeting facilitation (HR Advisory Group Meetings), small group facilitation, HR lunch 'n learn workshops, CohortNetwork and Management CohortNetwork sessions, and any other meetings on an as needed/as requested basis.
- Use leadership assessments (Myers Briggs, DiSC, etc.) for work groups and individuals, as requested by client organizations or in conjunction with workshops conducted (i.e., *Managing Strategically @ HQ*), Emotional Intelligence: Skills Training for Leaders, eMerge Mentoring Program, Organizational Culture Change, and Giving Effective Performance Feedback to Your Staff).
- Manage and consult with senior-level managers on external executive development opportunities (OPM's Federal Executive Institute, Brookings Institute, Harvard University's Kennedy School of Business, etc.). Annual requests average between 25-30 offerings, disbursed amongst programs, offered to applicants based on a competitive selection process.
- Lead and/or Provide support in special projects or initiatives as requested by the Chief, Employee and Organizational Excellence Branch. There are approximately 2-3 special projects assigned on an annual basis, which span a period of 3-6 months for completion. Special Projects include reviews and special studies that include, but are not limited to, Needs Assessment, Program Reviews (i.e., Mentoring Program, Academic Programs), development of an internal desk guide for EOEB employee use, and development of internal operating procedures and training Standard Operating Procedures (SOPs). Assignments will be made on an "as required" basis, pending workload status.

Career Counseling Services and Work/Life Resources Center

The contractor shall perform the following duties:

- Provide one-on-one Career Counseling. Counseling sessions typically consist of three to five sessions per client, for any interested HQ civil servant employee or supervisors. This includes, but is not limited to, skill assessment, development planning, addressing career-related issues/concerns, preparing for performance appraisal and development discussions, etc. Approximately 200-300 sessions per year. Sessions are scheduled in 1-hour increments, but can be shorter or longer, depending on client needs.
- Maintain an adequate inventory of career skill and work/life assessments tools as indicated: Strong Interest Inventory, Myers Briggs Type Indicator, Passion Test, etc., and notify the HQ Training Officer when the supplies need to be replenished.
- Conduct Group Career and /Life Counseling group sessions on topical career-related subject matter (such as: Individual Development Planning (IDP), Interviewing Techniques, Resume Writing, etc.), as needed to: Advisory Committees, In-tact Work Groups, Division/Branch Staff, etc., as requested.
- Provide consultation on HQ career development and work/life initiatives by providing technical expertise on an as needed basis. The frequency will be determined by individual client needs, and/or during the annual training planning process. This information is shared, as requested, during regular, bi-weekly tag-ups with the Team Lead for Professional Development and Career Management. This includes, but is not limited to advising the HQ Training Officer on ways to ensure that the HQ's Career Development and Work/Life activities are integrated and delivered in a systematic manner.
- Design, deliver and maintain core career development and work/life training curriculum, and conduct periodic needs assessments to determine ways to enhance/update the curriculum so that offerings are targeted towards the needs of the workforce.
- Prepare a comprehensive annual training plan to communicate and market the Career Counseling and Work/Life Resources Center programs and services to the workforce. Be prepared to communicate this plan at annual training calendar planning meetings with EOEB leadership. This plan shall be submitted for approval prior to implementation. There will be 2-3 meetings to provide detailed instructions on requirements for proposing new training programs, offering established training programs, requesting and receiving proposals for vendors (to include dates, descriptions, costs, and materials required). Marketing activities and all outreach initiatives shall include publicizing, by participating in special events, developing marketing flyers (using a branded template), and briefing career development program participants on HQ services (asking for their input on which materials are important to them). Approval of proposed marketing activities and outreach initiatives is required from the HQ Training Officer prior to any official commitment to conduct outreach and/or marketing.

- Design and conduct career development and work/life workshops to include: Individual Development Planning (IDP), Interviewing Techniques, Resume Writing, Networking Strategies for Career Success, Retirement Career Planning, Using MBTI for Career Enhancement, Stress Management Techniques, The Passion Test, and Retirement 2.0. During these sessions, effort is made to build credibility and further publicize the professional resources available through the Employee and Organizational Branch, emphasizing any upcoming programs and new initiatives. Approximately 1-3 sessions of each workshop scheduled per year, determined during the annual calendar planning process.
- Develop marketing materials and publications (to include: approximately 1 flyer, 1 announcement for the electronic web-based bulletin board, and 1 email message for dissemination to the Training POC community, for each course listed above), and submit to the HQ Training Officer for approval at least 3-5 days before needed for printing and issuance requirements.
- Provide outreach information on career and work/life services offered through the EOEB during briefings, staff meetings, brown bag lunches and other intact, community and HQ-wide meetings identified.
- Develop content for announcements relating to career skill development and work/life initiatives to use in the creation of brochures and for advertisement, for posting on the EOEB website, for posting in NASA Inc./Heads Up, and for dissemination to HQ employees, on an as needed basis.
- Maintain a daily appointment log documenting the number of client appointments scheduled for each day, planned program development work/time, follow-ups appointments and any client success stories (e.g., promotions, interviews, new job opportunities, etc.). This information is logged in the automated Career Management Tracking System (CMTS). A copy of this information is provided in a report format (already set-up in CMTS) on a monthly basis. All information gained from clients is completely confidential and must be maintained in separate folders.
- Design, review and analyze materials (i.e., resumes, ECQ accomplishment statements, IDPs, etc.) and forms used for career counseling,, intake, record keeping, confidentiality, counseling and evaluation of counseling activities and procedures.
- Provide CMTS monthly report 3-5 days after the end of each month and include documentation from previous month's statistics. The report shall contain statistics on activities conducted, center usage, service delivery, successes, directorate participation, problems encountered, and other data specified by the HQ Training Officer.

- Develop and implement a system for conducting follow-up evaluation with counseled employees, 1) to find out how and/or whether the career counseling provided to date has assisted in the employee's development, and 2) to encourage employees to continue planning and implementing their career goals.
- Ensure that career counseling records are safeguarded in accordance with the Privacy Act and NASA system of records.

Deliverables or Delivery Schedule

- Monthly progress report outlining the accomplishments and status of all actions associated with the task within five days after the end of the month to the COR, using the CMTS.
- Career Counseling Monthly Report (electronic) due 3-5 calendar days after the end of each month. Reports are to be submitted to COR.
- Career Counseling Daily appointment log (documented in CMTS). To be submitted with Monthly Report above.

Government-Furnished Equipment and Government-Furnished Information

The Government shall supply an office, furniture, computer, and phone.

Place of Performance

Work is to be performed at NASA Headquarters, Washington, DC.

Period of Performance

The period of performance is one year from contract award.